

What is claimed is:

1. A sales and delivery support system, which supports product sales and delivery using a purchaser terminal used by a purchaser, a seller terminal used by a seller, and a delivery agent terminal used by a delivery agent, said terminals being capable of mutual communication via a communication network, wherein

10 a first means in which said seller terminal sends to said purchaser terminal product information with respect to a plurality of products which said seller sells and delivery agent information with respect to a plurality of delivery agents which deliver said products to said purchaser, in response to an access from said purchaser terminal,

15 a second means in which said seller terminal receives information regarding products which said purchaser specifies to order and information in which said purchaser specifies a desired delivery agent for delivery of said ordered product, from said purchaser terminal, and generates purchase order identification information to identify said purchaser and said ordered product and for use to deliver said ordered product by said specified delivery agent, and

a third means in which said seller terminal sends said purchase order identification information to said purchaser terminal and said delivery agent terminal.

25 2. A sales and delivery support method, which supports product sales and delivery using a purchaser terminal used by a purchaser, a seller terminal used by a seller, and a delivery agent terminal used by a delivery agent, said terminals being capable of mutual communication via a

communication network, said method comprising the steps of;

5 sending product information with respect to a plurality
of products which said seller sells and delivery agent
information with respect to a plurality of delivery agents
which deliver said products to said purchaser, from said
seller terminal to said purchaser terminal, in response to
an access from said purchaser terminal,

10 receiving at said seller terminal, information
regarding products which said purchaser specifies to order
and information in which said purchaser specifies a desired
delivery agent for delivery of said ordered product, from said
purchaser terminal,

15 generating purchase order identification information
to identify said purchaser and said ordered product and for
use to deliver said ordered product by said specified delivery
agent, in said seller terminal, and

 sending said purchase order identification information
from said seller terminal to said purchaser terminal and said
delivery agent terminal.

20 3. A computer program for sales and delivery support
system, which supports product sales and delivery using a
purchaser terminal used by a purchaser, a seller terminal used
by a seller, and a delivery agent terminal used by a delivery
agent, said terminals being capable of mutual communication
25 via a communication network, said computer program causing
a computer in said seller terminal to execute a method
comprising the steps of;

 sending product information with respect to a plurality
of products which said seller sells and delivery agent

information with respect to a plurality of delivery agents which deliver said products to said purchaser, from said seller terminal to said purchaser terminal, in response to an access from said purchaser terminal,

5 receiving at said seller terminal, information regarding products which said purchaser specifies to order and information in which said purchaser specifies a desired delivery agent for delivery of said ordered product, from said purchaser terminal,

10 generating purchase order identification information to identify said purchaser and said ordered product and for use to deliver said ordered product by said specified delivery agent, in said seller terminal and

15 sending said purchase order identification information from said seller terminal to said purchaser terminal and said delivery agent terminal.

4. A sales and delivery support system, which supports product sales and delivery using a purchaser terminal used by a purchaser, a seller terminal used by a seller, and a
20 delivery agent terminal used by a delivery agent, said terminals being capable of mutual communication via a communication network, wherein

 a first means in which said delivery agent terminal receives purchase order identification information to
25 identify a purchaser and a product ordered by said purchaser, from said seller terminal,

 a second means in which said delivery agent terminal requests to said purchaser terminal, to specify purchase order identification information issued by said seller

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terminal, in response to an access from said purchaser terminal,

5 a third means in which said delivery agent terminal receives purchase order identification information from said purchaser terminal, and compares said purchase order identification information received from said purchaser terminal with said purchase order identification information received from said seller terminal,

10 a fourth means in which said delivery agent terminal sends delivery order request information to request to specify a desired delivery agent for delivery of said ordered product, to said purchaser terminal, when there is coincidence between said two purchase order identification information, and

15 a fifth means in which said delivery agent terminal receives from said purchaser terminal delivery instruction information which specifies an ordered product to be delivered, a desired delivery agent and desired delivery date/time/location by said specified delivery agent.

20 5. A sales and delivery support method, which supports product sales and delivery using a purchaser terminal used by a purchaser, a seller terminal used by a seller, and a delivery agent terminal used by a delivery agent, said terminals being capable of mutual communication via a communication network, said method comprising the steps of;

25 receiving purchase order identification information to identify a purchaser and a product ordered by said purchaser, from said seller terminal, in said delivery agent terminal, sending a request to specify purchase order

identification information issued by said seller terminal,
from said delivery agent terminal to said purchaser terminal,
in response to an access from said purchaser terminal,

receiving purchase order identification information
5 from said purchaser terminal in said delivery agent terminal,
comparing said purchase order identification
information received from said purchaser terminal with said
purchase order identification information received from said
seller terminal, in said delivery agent terminal,

10 sending delivery order request information to request
to specify a desired delivery agent for delivery of said
ordered product, from said delivery agent terminal to said
purchaser terminal, when there is coincidence between said
two purchase order identification information, and

15 receiving from said purchaser terminal delivery
instruction information which specifies an ordered product,
a desired delivery agent and desired delivery
date/time/location by said specified delivery agent, in said
delivery agent terminal.

20 6. A computer program for sales and delivery support
system, which supports product sales and delivery using a
purchaser terminal used by a purchaser, a seller terminal used
by a seller, and a delivery agent terminal used by a delivery
agent, said terminals being capable of mutual communication
25 via a communication network, said computer program causing
a computer in said delivery agent terminal to execute a method
comprising the steps of;

receiving purchase order identification information to
identify a purchaser and a product ordered by said purchaser,

from said seller terminal, in said delivery agent terminal,
sending a request to specify purchase order
identification information issued by said seller terminal,
from said delivery agent terminal to said purchaser terminal,
5 in response to an access from said purchaser terminal,
receiving purchase order identification information
from said purchaser terminal in said delivery agent terminal,
comparing said purchase order identification
information received from said purchaser terminal with said
10 purchase order identification information received from said
seller terminal, in said delivery agent terminal,
sending delivery order request information to request
to specify a desired delivery agent for delivery of said
ordered product, from said delivery agent terminal to said
15 purchaser terminal, when there is coincidence between said
two purchase order identification information, and
receiving from said purchaser terminal delivery
instruction information which specifies an ordered product
to be delivered, a desired delivery agent and desired delivery
20 date/time/location by said specified delivery agent, in said
delivery agent terminal.